

Spec-Trans/ Flex Rider's Guide

Amarillo City Transit
August 2008

SPEC-TRANS / FLEX RIDER'S GUIDE

What Is Spec-Trans?

Spec-Trans is a system of public transportation providing demand responsive **CURB-TO-CURB** service for certified mobility-impaired citizens of Amarillo who cannot physically use accessible Fixed Route buses. The service is operated by Amarillo City Transit Monday through Saturday, except holidays, between 6:15 a.m. and 7:00 p.m. Trained operators are available to assist passengers at the curb. Assistance does not include carrying objects for passengers (see What On Board Policies Should I Be Aware Of? on page 8). All vehicles are specially designed with wheelchair lifts and four-point securement devices.

What is Flex?

Flex service is an alternative service for Spec-Trans passengers who could ride the Fixed Route bus system if the stops were closer to their origin or destination locations and/or a geographic or manmade barrier which prevents travel to the bus stop could be removed. With route deviation, Fixed Route buses, which generally follow a specific route, leave the route to serve demand response origins or destinations designated by Amarillo City Transit. The bus returns to the designated route within a few blocks of the point of deviation to ensure all bus stops along the route are served.

What Holidays Are Observed?

Spec-Trans does not operate on the following holidays:

New Year's Day	Memorial Day
Martin Luther King Jr. Day	Labor Day
Fourth of July	Christmas
Thanksgiving	
The day after Thanksgiving	

What Is The Spec-Trans Service Area?

Spec-Trans provides service within the City limits, west of Lakeside Drive. Service is not provided to or from the Amarillo International Airport, Amarillo Technical College, or other locations east of Lakeside Drive.

What Is The Flex Service Area?

The Flex service area is the same area serviced by the Fixed Route bus system (within the City limits, west of Lakeside Drive). Deviations can be made in areas designated by Amarillo City Transit.

What Types of Trips Can I Make On Spec-Trans?

Most Spec-Trans passengers use the service for essential trips, but trip destinations within the service area are not limited or restricted. However, Spec-Trans does not provide emergency medical transportation.

How Do I Become Certified to Ride Spec-Trans / Flex?

You may request an application be mailed to your home address by calling 378-3095 or 372-6234 (TDD). You may also pick-up an application in our office at 801 S.E. 23rd Avenue. Assessment interviews for potential riders are held at Panhandle Independent Living Center located at 1118 South Taylor or at Amarillo City Transit located at 801 S.E. 23rd. Upon receipt of your application you will receive a letter from the Transit Department with more information. Each applicant is required to complete an application. **Incomplete applications will not be considered and will be returned to the applicant.**

Mail your completed application and certification forms to:

**Amarillo City Transit
P.O. Box 1971
Amarillo, TX 79105-1971**

Upon our receipt of your application, the Transit Department will send you a letter with your assessment interview location, date and time. If you cannot attend on the scheduled date and time, you are responsible for contacting the Transit Department at (806) 378-3095 and asking the dispatcher to reschedule your interview. Within 21 days of your assessment and interview, the Transit Department will notify you by mail of your eligibility.

If you need transportation to your assessment interview, Spec-Trans is available, but you must call at least one day before your interview to schedule your ride.

What Happens On Assessment Interview Day?

Amarillo City Transit requires applicants for Spec-Trans service to participate in an in-person interview and functional assessment, if appropriate, of the applicant's travel skills and abilities. The evaluation may involve traveling to and from a bus stop, boarding, riding, and exiting a bus, transferring between buses, trip planning, and other related activities. Part of the assessment may be performed at Panhandle Independent Living Center (PILC) by the staff of that agency.

When you arrive at PILC for your scheduled assessment and interview, you will sign in and note the time you arrived. If you miss your assessment and interview, your application will be considered incomplete until you have completed the interview process.

Fixed Route and Spec-Trans services will also be discussed with you.

Once the assessment and interviews are completed, the Transit Department will review the applications and the recommendations of the interviewers. You will be notified in writing of your eligibility status within 21 days of the assessment interview.

Who Is Eligible to Use Spec-Trans?

Spec-Trans eligibility is not simply a matter of whether or not a person has a disability, but instead how it relates to whether or not an individual can use the Fixed Route system. Eligibility is a functional determination of a person's ability to use the Fixed Route system as it currently exists, and not simply a medical or psychiatric diagnosis.

If an applicant has a valid drivers license, they are ineligible for Spec-Trans service. Ownership of a vehicle is not a consideration of eligibility. Vehicles that do not run, will not qualify passengers for service.

Spec-Trans eligibility is based on three categories of ADA eligibility criteria. In each case, a careful evaluation of the applicant's abilities will be made in determining eligibility. **People capable of getting to and from a Fixed Route bus stop and able to board a lift equipped transit bus may not be eligible for Spec-Trans.**

If you have a disability which prevents you from using a lift-equipped Fixed Route bus some or all of the time, you may be eligible for Spec-Trans service some or all of the time. Some of your trips may only qualify for the Fixed Route services.

The ADA regulations provide that a person may be eligible for Paratransit services under one of the following three categories:

Category 1 - eligibility includes any person who is unable to independently board, ride and/or disembark from a lift-equipped bus because of a disability. This includes persons who are unable to "navigate" the Fixed Route system without the assistance of another person.

An individual may be eligible for Spec-Trans transportation if they are unable to perform the following tasks without assistance from another individual:

- Board or disembark from an accessible bus
- Maintain balance while seated on a moving bus
- Identify correct bus stop
- Understand transfer directions

Category 2 (Conditional Eligibility until the Fixed Route bus system is fully accessible) – individual is eligible if they could use an accessible bus but one is not available. Please note this category will not typically be applicable for our service because **ALL** Amarillo City Transit vehicles and current bus stops are ADA accessible.

Category 3 - eligibility includes any person with a disability, or specific impairment related condition, which prevents him/her from traveling to or from a boarding or disembarking location.

- Only a specific impairment related condition, which prevents the individual from traveling to or from a bus stop, is a basis for eligibility under this category. **A condition, which causes difficulty in traveling to or from a bus stop, but does not prevent the travel, is not a basis for eligibility.**
- Architectural barriers not under the control of Amarillo City Transit and environmental barriers (distance, terrain, weather) do not alone form a basis for eligibility. However, the interaction of such barriers with an individual's impairment related condition might form a basis for eligibility if the effect is to prevent the individual from traveling to or from a bus stop.

What is Conditional Eligibility?

Some people with disabilities may be able to use Fixed Route bus service for some trips or under certain conditions. Eligibility for paratransit for some individuals may be determined on a trip-by-trip basis. For example, if extreme temperatures affect a person's disability (above 100 degrees or below 32 degrees), then that person may be eligible for those paratransit trips only.

Conditional Eligibility and Flex Service

A rider who is conditionally eligible for Spec-Trans service may be provided Flex service for some of their trips. For example, some passengers could ride the Fixed Route buses, but have problems getting to the bus stops. With Flex, the bus would deviate a few blocks to pick the rider up near their origin or destination location.

All trips listed on the Spec-Trans application will be reviewed for proximity to a bus stop, geographic or manmade barriers which prevent travel to the bus stop, and the applicant's ability to get to the stop or a location designated for Flex trips.

May I Qualify For Temporary Eligibility?

A person with a temporary disability or an emergency situation may be eligible for Spec-Trans service, for a period not to exceed 6 months, if the disability results in his/her functional inability to use the Fixed Route transit system as described in the eligibility categories. For example: If a person has a hip replacement and is unable to utilize a lift-equipped bus, they may receive temporary eligibility to utilize Spec-Trans / Flex. To qualify for temporary eligibility, you must complete an application, interview and assessment. Under extenuating circumstances, temporary eligibility can be extended. In order for a temporary certification to become a permanent certification, the person must attend a recertification interview and assessment. A letter will be sent to you with the location, date and time of your interview and assessment.

Recertification of Eligibility

All Spec-Trans passengers will be required to recertify at reasonable intervals or upon reaching his/her eligibility expiration date. It may also be necessary from time to time or if the condition of the disability changes, for a passenger to recertify their eligibility. Typically, eligibility extends for three (3) years from certification. A customer's Spec-Trans Photo Identification Card will indicate his/her eligibility expiration date. This information can be found on the Photo Identification Card on the second row from the bottom in the right column. A recertification packet will be mailed to each passenger in advance of their eligibility expiring and they will be given 60 days to return the completed and signed application. A second certified letter will be sent out after 30 days to remind the passenger that they must recertify or their name will be removed from the eligibility list at the end of 60 days.

What If I Am A Visitor?

Persons visiting the Amarillo service area, who provide documentation of ADA paratransit eligibility from another area, are automatically eligible for paratransit service for 21 days. Acceptable proof of eligibility may be a current identification card from the visiting individual's home city. Documentation from another agency must provide the following information: name of passenger, name of agency, date of certification, date certification expires and disability type. If the individual plans to remain in the service area longer than 21 days, he/she must go through the eligibility process that is established for residents.

What Happens If My Application Is Denied?

If your application is denied or you have conditions placed upon your eligibility that you do not agree with, you may appeal the decision. You will have three (3) opportunities to appeal. The appeals must be in writing and in the following order:

1. Amarillo City Transit Manager
2. Director of Community Services
3. Advisory Commission for People with Disabilities

The Amarillo City Transit Manager must receive the first appeal within ten (10) business days of you receiving your eligibility status letter. The appeal must consist of a letter written to the Transit Manager explaining why you should be eligible for Spec-Trans for some or all of your trips. At each level of appeal you will receive a written response within ten (10) business days. If the appeal is ruled in the applicant's favor, a letter of eligibility will be sent to the applicant. If the appeal is not in the applicant's favor, written instructions on how to proceed with the next level of appeal will be sent to the applicant.

Appeals will be sent to:

Amarillo City Transit
P.O. Box 1971
Amarillo, Texas 79105

How Do I Schedule a Trip on Spec-Trans / Flex?

The passenger must schedule all Spec-Trans and Flex trips in advance. Trip requests are taken from 8:00 a.m. until 5:00 p.m., seven days a week, by calling 378-3095 or 372-6234 (TDD). Trips may be scheduled from one (1) to seven (7) calendar days in advance and must be made no later than 5:00 p.m. the day prior to the ride. Reservations are accepted on Sundays and holidays by use of a recording device, but rides may not be scheduled to occur on Sundays or holidays. Same day scheduling is not accepted; therefore, calls received after 5:00 p.m. for next day service **will not** be accepted. **Changes can be made to previously scheduled rides; however, all changes must be made at least one (1) day in advance of the scheduled trip and will be granted depending on availability.** When scheduling your trip, please have the following information ready for the dispatcher:

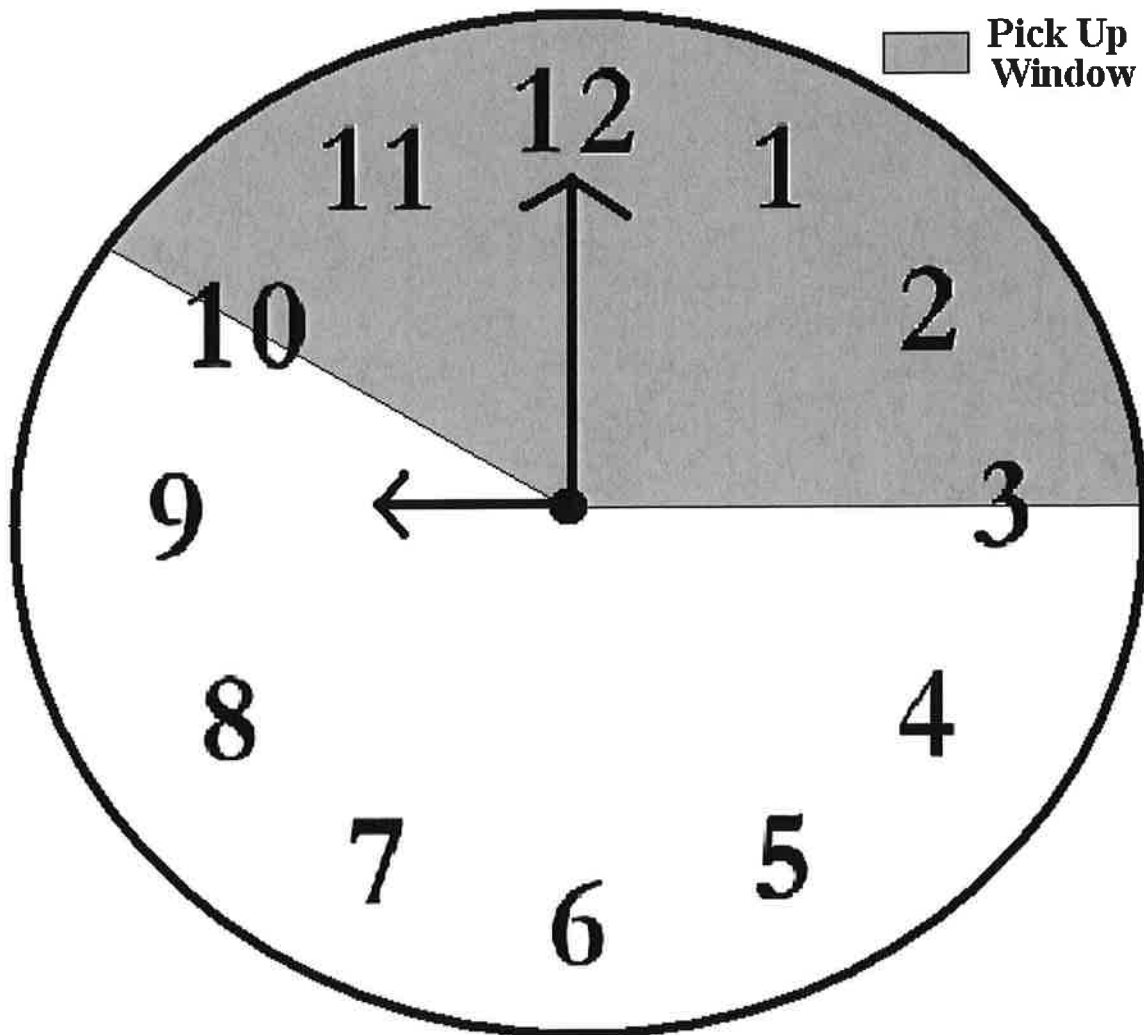
1. Name of certified passenger;
2. Originating address – including any special directions necessary to locate the address and any door location;
3. Destination address – including street directions, building and apartment or office number if any;
4. Time you need to arrive at your destination;
5. Date of trip;
6. Time of return trip; and
7. Names of guests or personal care attendant who may be riding with you.

All return trips must be scheduled at the same time the original trip is scheduled. **“Will Calls” are not accepted.**

Please remember that all trips are scheduled on a first come first serve basis.

A passenger may request a 2:00 p.m. pick-up, but the time may not be available. The dispatcher may then ask the passenger to negotiate the pick-up time and/or return time up to an hour before or an hour after the requested time. If you have a scheduled appointment, tell the dispatcher the time so they do not negotiate a time that will make you late for your appointment.

The dispatcher will not give you a specific time for the bus to arrive. Instead, they will give you the estimated twenty-five (25) minute window of time for your pickup. For example, if you need to arrive at your destination at 10:00 a.m., the dispatcher may schedule your pick-up time for 9:00 a.m. You will not be told that your pick-up time is 9:00 a.m. Instead, you will be given the twenty-five (25) minute “pick-up window,” which in this case will be between 8:50 a.m. and 9:15 a.m. This means the driver will arrive anytime between 8:50 a.m. and 9:15 a.m. to pick you up and you need to be ready to board. If you have any questions regarding the pick-up window, ask the dispatcher after you schedule your trip.



Once the driver arrives to pick you up; **they will wait five (5) minutes for you to board the bus.** If you are not ready five (5) minutes after the bus arrives, you will be charged a no show, which is explained in the No Show Policy on page 12. No passenger is ever required to board before the earliest time given to you by the dispatcher. In the above example, the earliest time the bus should arrive is 8:50 a.m. and you would have until 8:55 a.m. to board.

The passenger or person requesting the trip(s) is responsible for notifying the dispatchers if they need to be dropped off at an alternative door due to construction. Drivers are not allowed to change a pick-up or drop-off address. Due to increased demand for Spec-Trans service we cannot make early pick-ups.

Scheduling Tips: When you call to schedule trips, have a pen and paper handy so you can write down important information like your estimated twenty-five (25) minute window of time when you need to be ready for the bus. If you are scheduling several trips, have all of the information for each trip available when you call. This will help the dispatcher to serve you efficiently.

Please remember, Spec-Trans / Flex is a shared ride. This means that other passengers will be dropped-off and picked-up during the course of your trip. **When you board the bus late, the delay you cause may make another passenger late for his/her appointment.**

Under no circumstances are drivers allowed to make any changes to scheduled times or destinations. These changes would affect the ability of other passengers to meet their scheduled appointments.

How Long Does a Spec-Trans Trip Take?

As a shared-ride system, travel time can vary depending on the number of rides being accommodated. It is usually much less, but rides will be scheduled so your time on board is no more than the length of time that a comparable trip would take if made on a regular fixed route bus. Sometimes extenuating circumstances do occur creating exceptions (e.g. traffic conditions, road construction, weather) over which Amarillo City Transit has no control. Occasionally when this happens, some trips may exceed this standard.

Does Spec-Trans Run in Inclement Weather?

Spec-Trans will run in inclement weather but may be pulled out of service if the weather becomes too severe to operate safely. This includes severe snow, ice, and thunderstorms. If the vans are pulled out of service, you will need to find alternative transportation to or from your destination. Every effort will be made to notify you through radio and television announcements if the service is not running. Please note the vans will be running off schedule when the service is operating during inclement weather conditions. You will probably be picked up and dropped off later than your scheduled times.

During periods of severe weather such as heavy snow, ice, or extreme cold, you will not be charged a no show if your trip is not cancelled four (4) hours prior to the pick-up time. However, you MUST cancel the trip prior to the bus arriving for your pick-up or you will be charged a no show.

What Should I Do If I Need To Cancel My Trip?

If you need to cancel your scheduled trip, be sure to call 378-3095 or 372-6234 (TDD) at least four hours prior to your scheduled trip. Failure to do so will result in you being charged a no show for the trip. Please see, No Show Policy on page 12. Dispatchers are available from 5:30 a.m. to 7:00 p.m. for cancellations, and a telephone answering machine is also available twenty-four hours, seven days a week. Please leave the information concerning the trip you wish to cancel on the answering machine. If a passenger requests, a dispatcher will return the call as soon as possible to verify the cancellation.

What is a No Show?

Spec-Trans is a vital community resource. A no show happens when the van arrives within the agreed upon pickup window and the passenger does not board within 5 minutes is absent or declines to travel. A no show for a typical ride costs Amarillo City Transit over \$34 in expense; therefore, no shows are an inefficient use of valuable public resources. No shows make it difficult to schedule rides and delay pickups / drop-offs. Passengers are responsible for maintaining a low no show rate or they will be subject to suspension of service as outlined in the No Show Policy on page 12.

Subscription Service

Subscription service is available, on a limited basis, for Spec Trans passengers. Eligible passengers must make the same trip at least three (3) times per week, at the same time and with the same origin and destination. Subscription service trips are automatically scheduled. Passengers need to call at least four (4) hours prior to their trip if there is a change or a cancellation. A history of excessive cancellations may be grounds for denial or revocation of subscription service eligibility.

Passengers who do not use their subscription service for a period of 60 days will lose this service. Should they begin riding again they will have to go to the bottom of the subscription service waiting list.

For more information on subscription service call the Transit office at 378-3095.

How Much Does A Spec-Trans Trip Cost?

The fare for each one-way trip is:

Eligible Rider	\$1.50
Personal Care Attendant	Free
Guest adult (19 & up)	\$1.50
Guest youth (6 – 18)	\$.75
Guest children (5 & under)	Free

How Much Does A Flex Trip Cost?

Eligible Rider	\$.35
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All passengers must pay the proper fare each time they board the bus. Please pay only for the ride you are taking. Drivers cannot accept a fare for any other rides. A passenger that does not have his/her fare will not be allowed to complete their trip as scheduled.

For Spec-Trans service, a book of twenty (20) tickets can be purchased for \$30.00. For the Flex service, any number of disabled tickets can be purchased for .35 cents each. Tickets are available at the Amarillo City Transit Office located at 801 E. 23rd Avenue between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday or between the same hours in Room 204 of

Amarillo City Hall located at 509 S.E. 7th Avenue.

Tickets are non-refundable. Please have the correct amount of money necessary for the purchase, as we do not keep change in the office.

To purchase tickets by mail, send a check or money order to:

Amarillo City Transit
P.O. Box 1971
Amarillo, TX 79105-1971

DO NOT SEND CASH!!!!

Upon receipt of the check or money order the tickets will be mailed. Please be sure to include a mailing address if it is different from your street address.

If I Make the Same Trip Several Times Per Week, Can I Schedule All of Them With One Call?

Yes. However, services are provided on a first come, first served basis up to seven (7) days in advance of the trip date.

What On Board Policies Should I Be Aware Of?

1. Passengers are not allowed to eat, drink, or smoke while on board.
2. People who use wheelchairs are typically picked up at locations where there is a ramp. Drivers will not push a wheelchair across any unpaved surface such as grass, dirt, or loose gravel. This also includes icy surfaces during the winter.

All passengers must be able to get themselves and their belongings to and from the **CURB** at both the point of origin and their destination. Spec-Trans is a **Curb-to-Curb** service. Drivers are strictly forbidden from entering a passenger's residence or other buildings. If you need assistance getting to the curbside or from the vehicle to your destination and you do not have a PCA to travel with you, please arrange to have someone other than the driver assist you.

3. Limit bags to 3 or 4 small grocery size sacks, **if you can carry them and stow the items on your lap**. Carry on items must not block the aisle, or take a seat from another passenger. Do not ask drivers to load, unload, or carry shopping bags.
4. **Personal Care Attendants (PCA)**. Passengers who require assistance beyond that provided by the operator may have a personal care attendant ride with them free of charge. The personal care attendant must be capable of caring for him/herself plus perform all tasks that are beyond the driver's boundaries but are necessary for the passenger to complete their trip. An approved Spec-Trans passenger may not ride free as a PCA for another passenger. To be able to have one PCA ride free with you,

you must be **registered with us as needing a PCA**. This is done as part of the eligibility process. If you did not indicate a need for a PCA when you first applied to be eligible for Spec-Trans and now need a PCA, you should call dispatch at 378-3095 and ask to have your eligibility changed. Additional documentation of your need for a PCA may be requested.

You will need to tell the dispatcher when you schedule trips that you will be traveling with a PCA. This ensures that there will be room on the vehicle for you, your PCA, and other scheduled riders.

Amarillo City Transit does not provide personal care attendants. Drivers will provide minimal assistance at the curb only. Spec-Trans / Flex drivers are not allowed to go to the door or provide assistance beyond the curb.

5. **Guests.** Passengers who wish to take guests on their trip may do so under the following circumstances: (a) the passenger arranges for the guest to ride at the same time the trip is scheduled; (b) the guest pays the appropriate fare as listed; and (c) the guest does not take the seat of another Spec-Trans certified passenger. **You may bring one guest with you provided they comply with the provisions in the above paragraph. Additional guests will be accommodated if there is enough space on the vehicle.** No unscheduled guests may board the bus.
6. All passengers must wear a fastened seatbelt throughout the duration of the trip. The operator is not allowed to put the bus in motion until all passengers are buckled up. Passengers that refuse to wear a seatbelt or persist in removing seatbelts may have their service terminated.
7. No animals are allowed on the bus except service animals. Please see Service Animal Policy.
8. Common wheelchairs or scooters, which do not exceed 30" in width and 48" in length measured two inches above the ground, and not weighing more than 600 pounds when occupied will be transported. **Wheelchairs and scooters that exceed these limits will not be transported.**

Excessive weight creates a danger to the passenger and causes mechanical problems for the lift. Passengers are responsible for verification of these limitations. Passengers are required to maintain their wheelchairs in good working condition. This includes brakes, tires, and handgrips. The wheelchair must be kept clean and free from body fluids. This is for the protection of other passengers and drivers.

9. For their own safety, passengers using mobility aids that cannot be secured with the vehicle's tie-downs may choose to transfer to a passenger seat.
10. Passengers are required to maintain personal hygiene. Each person should be free from body odor and wear clean clothes. This is for the protection of passengers and drivers who come in close contact with one another.

11. Passengers who are disruptive, violent or refuse to follow the rules will first receive a warning letter. The second incident will result in a thirty (30) day suspension. If the problem persists, a complete revocation of riding privileges may result.

Service Animal Policy

Service animals are welcome on board any Amarillo City Transit bus and in any Amarillo City Transit facility that is open to the public.

A service animal is any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. Service animals perform some of the functions and tasks that the individual with the disability cannot perform for his or her self. No additional fee or deposit may be charged to transport service animals.

Emotional support dogs are not trained to perform specific tasks for passengers with disabilities. Emotional support dogs are not considered service animals as defined in the Americans with Disabilities Act.

Amarillo City Transit is not responsible for the care or supervision of a service animal. A Service animal that displays vicious behavior towards other passengers or otherwise proves a direct threat to the health and safety of others will be excluded from riding the bus. Amarillo City Transit shall not make assumptions about how a particular animal will behave; each situation will be considered individually.

No Show Policy

You will be charged a no show if your scheduled ride is not cancelled at least four (4) hours prior to the pick-up time requested. Please limit your cancellations. If you are charged with three (3) no shows within a thirty (30) day period, your riding privileges will be suspended for 30 days whether they are paid or not. To be reinstated after the 30-day suspension, no shows must be paid in full.

No shows are also charged to passengers who are more than five (5) minutes late boarding the bus. For example, if the bus arrives at 9:05 a.m. and the estimated arrival time is 9:00 a.m. to 9:25 a.m., according to Spec-Trans policy, the passenger has five (5) minutes to board the bus. This means that the passenger should be on board no later than 9:10 a.m.

If you board the bus later than 9:10 a.m., you will be charged a no show. You must also pay for the ride as you board the bus.

During periods of severe weather such as heavy snow or extreme cold, you will not be charged a no show if a trip is not cancelled four (4) hours prior to the pick-up time. However, you **MUST** cancel the trip prior to the bus arriving for your pick-up or you will be charged a no show.

If you no show at your original location your return trip ***will not*** be cancelled. Each one-way trip is considered to be independent from any other trips scheduled; therefore, you are charged for

every trip you no show.

Each passenger is required to pay a double fare if they receive a no show. If you accumulate a number of unpaid, unappealed no shows, service will be suspended until all no show charges are paid in full. It is recommended that passengers pay or appeal the no shows as they occur. Prompt payment or appeal will prevent suspension of service.

No show limits are as follows:

Passengers who accumulate five unpaid, unappealed, no shows will have their scheduling privileges placed on suspension until all outstanding charges are paid. This policy applies unless three or more are accumulated within a thirty-day period. If you have three or more no shows in thirty days or less, a thirty-day suspension will be in effect and will remain in effect until all outstanding charges are paid.

If a passenger receives three no shows within a thirty-day period, their booking privileges will be suspended for thirty days. The suspension will be released at the end of the thirty-days **if all charges have been paid**. All suspensions of service may be appealed by following the appeals process.

If a no show occurs, you will be sent a letter containing the following information:

1. The date and time of the no show.
2. Instructions for paying the charge.
3. The appeals process which must be initiated in ten (10) business days of receipt of the letter. **Late appeals will not be accepted.**

What Happens if My Appointment is Running Late?

Everyone has occasional circumstances outside of their control that can cause delays at a scheduled appointment. If your appointment is running later than you expected and there is a chance you will not be ready for your scheduled return trip (or if you have missed the bus), call the Spec-Trans office as soon as possible. Dispatch will coordinate your request with the drivers via radio contact. You will be asked:

1. Your name
2. The time of your scheduled return trip pick-up

Every effort will be made to adjust your return trip pick-up time and assign another bus to pick you up at a later time. **Because schedules are set the day before, there may be a delay of an hour or more before another vehicle is available to accommodate your trip.**

Scheduling Tip: Allow extra time for medical appointments or other appointments that may take longer than expected. This will reduce the unnecessary cost of sending an additional vehicle and you having to wait to be worked back into the pickup schedule.

What Happens If I Am Late For My Flex Pick-up?

If you are not going to be ready when the bus is scheduled to deviate off route to pick you up, call dispatch to cancel your trip. You may request a later route deviation at that time, but your options will be limited to the remaining route schedule.

What Happens If I Am Late Boarding The Bus?

The bus will wait at the curb, for a passenger to board the bus for five (5) minutes. If the bus is able to wait and a passenger boards a bus after five (5) minutes, the passenger is required to pay the fare, as you board the bus and may also receive a no show charge.

What Should I Do If Spec-Trans is Late Picking Me Up?

Sometimes mechanical difficulties, traffic, or scheduling problems may cause the bus to run late. Please remember, the bus has a twenty-five (25) minute window to pick-up passengers. If you have waited fifteen (15) minutes past your scheduled pick-up time, you may call 378-3095 to find out when the bus will arrive to pick you up. If the bus arrives more than fifteen (15) minutes past your scheduled pick-up time, please contact the office at 378-3095 so that consideration may be made for the Spec-Trans no show. The passenger is responsible for contacting our office to notify us of our no show.

The passenger may either have a no show removed from their record, or accept a free round trip.

Please contact our office before making other arrangements for transportation. If you are unable to wait for the bus to arrive and it is necessary for you to leave, please let the dispatchers know. You will not be charged a no show if the bus would have picked you up more than fifteen minutes past your scheduled pick-up time.

What Should I Do If Flex is Late Picking Me Up?

Since Flex trips are provided on the Fixed Route service with a route deviation, there may be times when the bus is running late. The bus can run 5 to 10 minutes late so **do not leave**. If the bus is still not there after 10 minutes, you can call dispatch for an update if you can phone from a location where you can still see if the bus is coming, otherwise, you may miss the bus.

Appeals Process

You may appeal charges if you disagree with any no show charge, suspension, or revocation of service. There are three (3) opportunities to appeal. Appeals should be made in the following order:

1. Amarillo City Transit Manager
2. Director of Community Services and Committee
3. Advisory Commission for People with Disabilities

The first appeal must be received by the Transit Manager within ten (10) business days and consist of a letter explaining how the no show occurred and why you are appealing the no show, suspension, or revocation of service. At each level of appeal you will receive a response within ten (10) business days. If the appeal is in your favor, the “no show” charge, suspension or revocation of service will be removed from your record. If the appeal is not in your favor, you will be given instructions on how to proceed with the next level of appeal. If you decide not to appeal to the next level or the final appeal is not in your favor, payment should be made at that time.

Do Spec-Trans / Flex Drivers Have Rules They Must Follow?

Spec-Trans / Flex drivers must follow these rules of conduct:

1. Conduct themselves and operate their bus in a safe and courteous manner at all times.
2. Keep their buses clean and report any mechanical problems immediately.
3. Not allowed to eat or smoke aboard the vehicles. Drinking of alcoholic beverages is strictly forbidden. Other drinks must be in a spill proof container.
4. Make passenger stops in a safe location and manner.
5. Not allowed to carry objects for passengers.
6. Not allowed to accept tips or gratuities.
7. Not allowed to have earplugs, earphones or headsets on while driving.
8. Portable radios are not allowed in the bus.
9. Must wear their seat belts when the bus is in motion.
10. Must display their nameplate.
11. Report any disruptive behavior, wheelchair malfunctions, or problems encountered while transporting any passenger.
12. Under no circumstances are they allowed to lift passengers. If this is necessary, personal care attendants are required for the passenger’s assistance. Drivers will provide minimal assistance at the curb only.

Identification Card

Your identification card, which is provided when you are determined eligible for Spec-Trans, enables you to use similar services in other cities, for twenty-one (21) days. Call the transit authority in the city you are visiting to make arrangements. You must follow their rules, scheduling procedures, and pay their fares.

Accessible Fixed Route

Amarillo City Transit buses are lift-equipped, and the designated stops are accessible. It may be possible and more convenient for you to ride the Fixed Route bus system for all or part of your trip. Route deviations, when the bus deviates from the route in order to improve accessibility, are also available in some situations. Please contact the Transit Department at 378-3095 for more information about Fixed Route transportation service. Panhandle Independent Living Center provides a Fixed Route presentation that introduces Amarillo City Transit to first time patrons. The information may be customized according to the needs and abilities of each group. The presentation focuses on map and timetable reading skills, system rules and regulations and a free

bus ride. In order to schedule a presentation, please call the Transit Department at 378-3095.

Fixed Route Rider Program

Spec-Trans passengers may ride a Fixed Route bus for .35 cents by presenting their Spec-Trans photo identification card when boarding any Fixed Route bus.

Fixed Route Travel Training

Panhandle Independent Living Center (PILC) offers complete travel training for interested individuals who want increased freedom to travel around town on the Fixed Routes.

PILC's travel training program begins with a "get acquainted" session. After enrolling as a PILC consumer, you will discuss your travel needs. Your first day of training includes a classroom presentation about using fixed routes and learning the various routes.

Once the classroom training is completed, you are ready for the next step – field training. You will be accompanied from your home to the bus stop and board the bus. The travel trainer will ride with you on the bus and accompany you back home. Additional days of field training are provided to ensure you are capable of traveling to a chosen designation.

If you are interested in learning more about the Fixed Route travel training program you may call PILC at 374-1400.

How Can I Make Suggestions Or Comments About The Service?

Amarillo City Transit welcomes your suggestions and comments about how Spec-Trans / Flex can better serve your needs. Please contact Amarillo City Transit at:

Mailing Address:

**Amarillo City Transit
P.O. Box 1971
Amarillo, TX 79105-1971**

Street Address:

**Amarillo City Transit
801 S.E. 23rd Avenue
Amarillo, TX 79103**

Business Office Hours:

**8:00 a.m. to 5:00 p.m.
Monday through Friday**

Reservation Hours:

**8:00 a.m. to 5:00 p.m.
Monday through Friday**

Reservations/Cancellations:

378-3095

Judy Phelps,
Transit Manager:

378-6842

Alan Terry,
Spec-Trans Operations Supervisor:

378-6843

TDD

372-6234

This document is available in large print, cassette and Braille, and may be obtained at the Transit office located at 801 S.E. 23rd Ave., or by calling 378-3095.

Spec-Trans service hours are from 6:30 AM to 6:30 PM. If you miss your pickup please call the dispatch office at 378-3095, the dispatcher will work you back into the schedule, however it could take an hour or more to pick you up. If you are not on the bus by 6:30 PM then you will need to arrange for alternative transportation at your own cost.

Yellow Cab Company has a vehicle that can accommodate a wheelchair; their number is 371-8294. Other cab companies are listed below (please note they are not accessible to wheelchair users):

Taxi Pros	350-7777
Ace's Taxi	676-7263
Bob's Taxi	373-1171

Accessibility Statement

Panhandle Independent Living Center (PILC) is accessible to individuals with disabilities through its main entry on the East (S. Taylor Street) side of the building. An access ramp leading to the main entry is located at the Northwest corner of the building. Parking spaces for individuals with disabilities are available on the West end of the building. PILC is equipped with restroom facilities and an elevator that is accessible. Individuals with disabilities who require special accommodations for a sign language interpreter or persons who do not speak English as their first language and need an interpreter must make a request with Amarillo City Transit two business days before the meeting, by telephoning 378-3095, or the Amarillo City Transit TDD telephone number at 372-6234.